

SECTION C-4

PERFORMANCE REQUIREMENTS DOCUMENT

(Administrative Services)

## SECTION C-4

### **C-4. Administrative Services—Description of Services.**

#### **C-4.1. Scope of Work.**

This description of services describes the United States Army Garrison, Fort Sam Houston Administrative Services support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities, and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-4.4. Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

#### **C-4.2. Summary of Expectations.**

The Service Provider shall provide effective administrative services support to include, but not limited to, records management, providing printing, publications, and forms, and providing official mail and distribution services. The Service Provider shall use the internet to the maximum extent possible to update, order, and stay current on publications and forms (<http://www.usapa.army.mil>). A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in C-4.4. Technical Exhibit 4, Publications and Forms.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is not limited to, services for which the Government has identified at least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

The normal duty hours for Administrative Services shall be from 7:00 A.M. to 5:00 P.M., Monday through Friday, excluding government holidays. Mail and Distribution services will be performed on Saturday if a holiday falls on a Friday. The Service Provider shall also support off-site units as required. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

The Federal Records Act of 1950, as amended, contains the statutory authority for the Modern Army Recordkeeping System (MARKS) Program. The General Services Administration (GSA) and the National Archives and Records Administration (NARA) share government-wide responsibility for Federal recordkeeping. GSA portions of the Federal Records Act of 1950 are implemented in the Federal Information Resource Management Regulations (FIRMR) located in 41 Code of Federal Regulations (CFR), Chapter 201. NARA portions are implemented in 36 CFR, Chapter XII, subchapter B. Army Regulation 25-400-2, in turn, implements these guidelines. Sections 3301-3314, Title 44, United States Code, establish the legal basis for the disposal of records of the U.S. Government. The U.S. Army Information Systems Command (USAISC), Fort Belvoir, VA, develops retention and disposal authorizations that meet Army needs and obtains approval from the Archivist of the United States. Approval by the Archivist is legal authority for the retention and disposal of all Army records.

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### C-4.3. Services Performed.

#### C-4.3.1. The Service Provider shall provide records management.

C-4.3.1.1. *The Service Provider shall manage the Modern Army Recordkeeping System (MARKS) and Duplicate Records Programs.* The Service Provider shall establish procedures for the MARKS and Duplicate Records Programs. The Service Provider shall monitor MARKS and Duplicate Records Program information via the internet and provide customers with MARKS and Duplicate Records Program updates by printing and distributing changes as required. The Service Provider shall develop and update MARKS and Duplicate Records Program training materials. The Service Provider shall conduct MARKS and Duplicate Records Program formal and informal training for the Installation and provide assistance to Records Management Coordinators and customers on an as-needed basis. The Service Provider shall review and authorize file lists (AMEDDC&S and FSH Form 4287-E-R, Files List) annually and retain file copies. The Service Provider shall review records for preparation and arrangement prior to records being transferred to the Records Holding Area (RHA) for destruction or retirement. The Service Provider shall review and authenticate SF 135, Request to Transfer, Approval and Receipt, for file transfers to the RHA. The Service Provider shall answer customer inquiries pertaining to MARKS and Duplicate Records Programs.

C-4.3.1.2. *The Service Provider shall provide support in preparing responses to Freedom of Information Act (FOIA) Program requests.* The Service Provider shall establish procedures for the FOIA Program according to AR 25-55. The Service Provider shall develop and update FOIA Program training materials. The Service Provider shall conduct FOIA Program formal and informal training for the Installation and provide assistance to customers on an as-needed basis. The Service Provider shall process FOIA requests and provide support in preparing responses. This includes receiving a written FOIA request; logging and assigning a control number, applying Privacy Act rules, determining the appropriate action agency, preparing a memorandum and hand carrying to action agency, coordinating FOIA request, reviewing agency input to determine if information is releasable or withheld and making recommendations to the government official for approval. For releasable information, the Service Provider shall reproduce and sanitize releasable information, determine the cost of each FOIA request using DA Form 2086, Record of Freedom of Information (FOI) Processing Cost, forward the cost estimate to requestor via memorandum/letter, receive requestor payment (check or money order payable to the Treasury of the United States), prepare a memorandum/letter sending information to requestor, and prepare DD Form 1131, Cash Collection Voucher, and forward to Finance. For non-releasable information, the Service Provider shall apply exemptions and prepare letter with copy of initial FOIA request and backup documents and forward to the appropriate Initial Denial Authority (IDA) for review and release determination. This includes coordinating with the IDA on the FOIA case until finalized, notifying requestor in writing on status of request, and closing FOIA case log when completed. The Service Provider shall maintain a repository of all FOIA requests and prepare annual FOIA reports. The Service Provider shall answer customer inquiries pertaining to the FOIA Program.

C-4.3.1.3. *The Service Provider shall provide support in preparing responses to Privacy Act (PA) Program requests.* The Service Provider shall establish procedures for the Privacy Act Program according to The Privacy Act of 1974 (5USC552a is the statutory basis for the Army Privacy Program). The Service Provider shall develop and update PA Program training materials. The Service Provider shall conduct PA program formal and informal training for the Installation and provide assistance to customers on an as-needed basis. The Service Provider shall process PA requests and provide support in preparing responses. This includes receiving a written/oral PA request; logging and assigning a control number, applying FOIA rules, determining the appropriate action agency or point of contact (POC), preparing memorandum and hand carrying to action agency or POC, coordinating PA request, reviewing agency or POC input to determine if information is releasable or withheld, and making recommendations to the Government for approval to include recommending disciplinary actions for PA violations. For releasable information, the Service Provider shall reproduce and sanitize releasable information, determine the cost of each PA request using DD Form 2086, Record of Freedom of Information (FOI) Processing Cost, forward the cost estimate to requestor via memorandum/letter, receive requestor payment (check or money order payable to the Treasury of the United States), prepare a memorandum/letter sending

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information to requestor, and prepare DD Form 1131, Cash Collection Voucher, and forward to Finance. For non-releasable information, the Service Provider shall apply exemptions and prepare letter with copy of initial PA request and backup documents and forward to the appropriate Initial Denial Authority (IDA) for review and release determination. This includes coordinating with the IDA on the PA case until finalized, notifying requestor in writing on status of request, and closing PA case log when completed. The Service Provider shall maintain a repository of all Installation PA requests and prepare annual PA reports. The Service Provider shall answer customer inquiries pertaining to the PA Program.

C-4.3.1.4. *The Service Provider shall conduct a Records Management Survey to include, but not limited to, the MARKS Program, FOIA Program, Privacy Act Program, Office Copier Program, Management Information Control System (Reports Control), Forms Management Program, Army Micrographics Program, Files Equipment, and Duplicate Files.* This includes inspecting activities for program compliance, providing staff assistance and training, preparing reports documenting findings, and ensuring corrective actions are completed within established suspense dates. The Service Provider shall answer customer inquiries pertaining to program surveys.

C-4.3.1.5. *The Service Provider shall operate the Installation Copier Program.*

C-4.3.1.5.1. *The Service Provider shall monitor the cost-per-copy contract.* The Service Provider shall coordinate with the contract vendor and customer to arrange for pickup or delivery of copiers, copier supplies, and copier maintenance. The Service Provider shall receive, review, and update the inventory of all installation copiers furnished by the contract Vendor. The Service Provider shall receive monthly meter readings from the contract Vendor and activity, review monthly meter readings for possible upgrade/downgrade of customer copiers, record meter readings to generate cost-per-copy report for each customer, and submit monthly cost-per-copy reports to the Government for vendor payment. (See Technical Exhibit 2 for a listing of Government Furnished Contracts available to support this service.)

C-4.3.1.5.2. *The Service Provider shall receive and review requests for new copiers, DA Form 5695-R, Life Cycle Cost Analysis Basic Input Data Summary.* The Service Provider shall make recommendations concerning new copiers, upgrading/downgrading existing copiers, leasing copiers, relocating copiers, removing copiers and submit recommendations to the Government for approval. The Service Provider shall perform a technical inspection on turn-in of Government owned copiers, prepare DD Form 1557, Certificate of Clearance/Access, if serviceable/unserviceable, and coordinate with the Government Property Book Officer for turn-in. The Service Provider shall maintain a repository of customer requests and the cost per copy contract to include backup material. The Service Provider shall answer customer inquiries pertaining to the Installation Copier Program.

C-4.3.1.6. *The Service Provider shall publish the Installation Bulletin.* The Service Provider shall review articles/flyers received from customers, classify articles/flyers as official or unofficial, and edit articles/flyers for inclusion in the Installation Bulletin. The Service Provide shall prepare bulletins for hard copy publication (using Microsoft Office), and print (using Defense Automated Printing Service Form 5604), or formatting in HTML for electronic media distribution and forward to installation webmaster. The Service Provider shall maintain a master copy of the Installation Bulletin and backup material for each article. The Service Provider shall answer customer inquiries pertaining to the Installation Bulletin.

C-4.3.1.7. *The Service Provider shall publish the Installation Staff Directory.* The Service Provider shall receive, coordinate, and compile customer information. The Service Provider shall edit, format (using Microsoft Office), print (using Defense Automated Printing Service Form 5604), and distribute the Installation Staff Directory annually to include forwarding to the installation Webmaster. The Service Provider shall also maintain a mailing list and mail the Installation Staff Directory to off-site customers. The Service Provider shall maintain a master copy of the Installation Staff Directory and associated backup material and 1,000 additional copies for

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Installation support (distinguished visitors, FOIA requests, etc.). The Service Provider shall coordinate with customers and answer customer inquiries pertaining to the Installation Staff Directory.

- C-4.3.1.8. *The Service Provider shall monitor the Records Holding Area program.* The Service Provider shall assist customers in preparation of SF 135, Request to Transfer, Approval and Receipt, receive and review SF 135, review records for transfer for compliance, then authenticate the SF 135. The Service Provider shall coordinate with Records Holding Area (RHA) contract Vendor for assigning barcodes to records; provide SF 135 with barcodes, barcode labels, and instructions to customers; and contact the contract Vendor for pickup of boxes. The Service Provider shall receive SF 135 to retrieve files from the RHA and notify Vendor for delivery of records to customer, and coordinate with Vendor for pickup of records to return to RHA. The Service Provider shall coordinate with the Vendor on destruction or retirement of records. The Service Provider shall maintain copies of all SF 135s. The Service Provider shall forward RHA invoices to the Government for vendor payment. The Service Provider shall coordinate with customers and answer customer inquiries pertaining to the RHA. (See Technical Exhibit 2 for a listing of Government Furnished Contracts available to support this service.)
- C-4.3.1.9. *The Service Provider shall monitor the Management Information Control System (Reports Control) Program.* The Service Provider shall review DA Form 335-R, Application for Approval of Management Information Requirement, coordinate with activity, determine report validity, approve/disapprove management information requirements in accordance with AR 335-15, assign report control number, conduct periodic reviews of each report to determine cost of each report, and make recommendations for continuing/discontinuing reports. The Service Provider shall review AR 335-15, prepare a draft list of recurring information requirements, forward to activity for review, and publish a final list of recurring information requirements. The Service Provider shall maintain a repository of all reports and backup material. The Service Provider shall answer customer inquiries pertaining to the Management Information Control System.
- C-4.3.1.10. *The Service Provider shall monitor the Army Micrographics Program.* The Service Provider shall survey the activity to determine equipment requirements (quantity and type of equipment), determine utilization of existing micrographics equipment, coordinate as required on non-standard micrographics equipment, and approve/disapprove customer requests for new equipment or to relocate existing equipment, and recommend type of equipment for purchase. The Service Provider shall maintain an inventory of all standard and non-standard micrographics equipment.
- C-4.3.1.11. *The Service Provider shall process requests for Files Equipment.* The Service Provider shall survey the activity to determine equipment requirements (quantity and type of equipment), determine utilization of existing equipment, coordinate as required on electronic files equipment, and approve/disapprove customer requests for new equipment or to relocate existing equipment, and recommend type of equipment for customer purchase.
- C-4.3.1.12. *The Service Provider shall process Military Orders.* This includes reviewing, editing, authenticating, and dispatching of permanent and regular orders (e.g. reassignment orders, reclassification orders, promotion orders, special duty pay, awards, etc.). The Service Provider shall maintain a three year repository for all published orders. The Service Provider shall answer customer inquiries pertaining to military orders.
- C-4.3.1.13. *The Service Provider shall monitor the Forms Management Program.* The Service Provider shall process DD Form 67, Form Processing Action Request, research existing higher echelon forms, design new forms (using JetForm software) and assign form numbers, and forward to network administrators for placement on the installation local area network. The Service Provider shall maintain a master copy of all approved forms and rescinded forms. The Service Provider shall obtain printing cost estimates from Defense Automated Printing Service and provide to customers upon request. The Service Provider shall prepare Defense Automated Printing Service Form 5604 for initial printing of new or revised forms and to reorder existing forms. The Service Provider shall monitor contracted printing job status from start to completion. The Service Provider shall perform forms management surveys periodically or as requested. The Service Provider shall publish an index of

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all installation blank forms annually or when a reprint action is initiated. The Service Provider shall answer customer inquiries pertaining to the Forms Management Program.

C-4.3.1.14. *The Service Provider shall manage the Administrative Publications Management Program.* The Service Provider shall process, review for program compliance, and print local publications and policy letters/memorandums. This includes receiving administrative publications and policy letters/memorandums in hard copy and disk format (using Microsoft Office software) for review; checking indexes to see if publications and policy letters/memorandums received are new or revised; and classifying publications as regulation, pamphlet, memorandum, circular, or bulletin format. If publications are new, the Service Provider shall assign/log publications and policy letters/memorandums number; edit and format administrative publications and policy letters/memorandums, and coordinate final drafts with the proponent for corrective actions. The Service Provider shall maintain a master copy and all backup material of all approved and rescinded publications and policy letters/memorandums. The Service Provider shall obtain printing cost estimates from Defense Automated Printing Service for publications and provide to customers upon request. The Service Provider shall prepare Defense Automated Printing Service Form 5604 for initial printing of new or revised publications and policy letters/memorandums. The Service Provider shall reorder existing publications for the publications stockroom. The Service Provider shall perform publications management surveys periodically or as requested. The Service Provider shall publish an index of all installation publications and policy letters/memorandums annually or when a reprint action is initiated. The Service Provider shall answer customer inquiries pertaining to the Administrative Publications Management Program.

~~C-4.3.1.15.~~ *The Service Provider shall manage the Correspondence Management Program.* The Service Provider shall establish procedures for the preparation, review, editing, authentication, and dispatch of routine correspondence. The Service Provider shall provide guidance on the preparation and processing of administrative actions throughout the Installation. The Service Provider shall serve as the proponent for administrative correspondence management directives (AMEDDC&S Memo 25-50 and FSH Memo 1-2). The Service Provider shall prepare training materials and provide correspondence classes as requested by customers. The Service Provider shall answer customer inquiries pertaining to the Correspondence Management Program.

C-4.3.1.16. *The Service Provider shall serve as the AMEDDC&S Copyright Release Authority.* This includes reviewing customer copyright release requests for appropriate format (AR 25-30, fig 2-6), obtaining AMEDDC&S Chief of Staff signature, mailing requests for copyright release to author or publisher, receiving author/publisher approval/disapproval and notifying customers of copyright release status. The Service Provider shall coordinate with the Print Control Officer for printing of copyright material on a case-by-case basis. The Service Provider shall coordinate with the Staff Judge Advocate to clarify legalities concerning the use of copyright material. The Service Provider shall maintain the original copy of approved and disapproved copyright requests. The Service Provider shall answer customer inquiries pertaining to copyright releases.

### **C-4.3.2. The Service Provider shall provide publications and forms.**

C-4.3.2.1. *The Service Provider shall provide electronic forms and publications on CD-ROMs quarterly to network administrators for placement on the installation local area network.* This includes obtaining CD-ROMs by DA 12-series account from the St. Louis Distribution Center.

C-4.3.2.2. *The Service Provider shall provide support to customers with U.S Army Publishing Agency (St. Louis Distribution Center) publications accounts.* This includes answering customer inquiries to resolve account problems, providing information and guidance, and training personnel on DA 12-series publications accounts.

C-4.3.2.3. *The Service Provider shall order, receive, assemble, stock and issue DA publications.* This includes stocking resident student DA publications, assembling student publications for 50 recurring courses, issuing materials to students according to AR 25-30, paragraph 12-25, and bulk issues to course advisors, receiving student publications after course completion and restocking shelves, disposing of obsolete and damaged

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publications, and inventorying and reordering publications via the internet based on reorder point. Additionally, the Service Provider shall maintain internal publications for 5<sup>th</sup> Army, AMEDDC&S, and FSH. The Service Provider shall maintain two separate DA 12-series publication accounts via the Internet (one for resident student publications and one for AMEDDC&S Command Staff). The Service Provider shall maintain detailed records on DA Publications for resident students, AMEDDC&S Command Staff, and other customers.

C-4.3.2.4. *The Service Provider shall receive, issue, and maintain forms.* The Service Provider shall maintain a forms stockroom for over 500 customer accounts. This includes issuing forms as requested on DA Form 17, Requisition For Publications and Blank Forms; establishing reorder points based on yearly usage; reordering forms via the internet; conducting an annual forms inventory; disposing of obsolete or rescinded forms; maintaining accountable forms in secure containers according to AR 25-30, paragraph 12-22 (a); destroying accountable forms according to AR 380-5, paragraphs 9-102 and 9-103 (b); maintaining DA Form 1687, Notice of Delegation of Authority-Receipt For Supplies, on who is authorized to sign for accountable forms; and answering customer inquiries concerning forms and training.

**C-4.3.3. The Service Provider shall provide Official Mail, Distribution, and Printing Services to FSH, AMEDDC&S, and MEDCOM.** Central mail and distribution centers are currently located in building 4190 for FSH Installation, building 2840 for AMEDDC&S, and building 2792 for MEDCOM.

C-4.3.3.1. *The Service Provider shall receive incoming accountable mail from the U.S. Postal Service (USPS) and deliver to FSH customers.* The Service Provider shall pickup and sign for accountable mail from the Post Office daily, register each piece of accountable mail (registered, certified, insured, or express) on PS Form 3883, Firm Delivery Book, and deliver accountable mail to an authorized person listed on PS Form 3801, Agreement By Hotel, Apartment, or the Like, or as identified with DD Form 285, Appointment of Military Postal Clerk Unit Mail Clerk.

C-4.3.3.2. *The Service Provider shall pickup and process outgoing accountable official mail and deliver to the Post Office.* This includes registering each piece of redirected accountable mail on PS Form 3883, Firm Delivery Book, registering new accountable mail on PS Form 3877, Firm Mailing Book For Accountable Mail, and signing over all accountable mail to the Post Office.

C-4.3.3.3. *The Service Provider shall pickup and process outgoing Federal Express Packages.* This includes ensuring customer packages have a FSH Form 141-E with justification, proper address and phone number; entering address information and account number in the FedEx computer; and affixing a FedEx label prior to pick up by FedEx personnel between 1500-1600. If necessary, the Service Provider shall deliver packages to FedEx to meet customer requirements.

C-4.3.3.4. *The Service Provider shall sort incoming Personal and Official Mail and Pickup and Sort Distribution.* The Service Provider shall receive personal and official mail from USPS and separate official distribution from personal\_mail for unit mailrooms. The Service Provider shall also separate official distribution after each distribution run into approximately 100 different bins identified by Stop Code. The Service Provider shall screen redirected mail for correctness prior to turning mail over to USPS. The Service Provider shall process undeliverable mail addressed to FSH and identify correct organization for delivery.

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### *Special Distribution Run: 0830 and 1330*

Pickup and Delivery Points	Stop #	Pickup and Delivery Points	Stop #	Pickup and Delivery Points	Stop #
5 <sup>th</sup> Army	52	MEDCOM	50	4 <sup>th</sup> Recon and Naval Reserves	67
USAG Command Gp	1	AMEDDC&S	49	BAMC	51
Human Resources	18				

### *Normal Distribution Run: 1000-1200*

Pickup and Delivery Points	Stop #	Pickup and Delivery Points	Stop #	Pickup and Delivery Points	Stop #
DPTMSEC/ACRC/ MUSEUM/SSO/RLBC	2	Chaplain	35	USA MED RES at Brooks AFB	77
HQ CMD/323d Army Band (STB)	3	Resource Management	37	MCCS-HT Dir Tng Support	78
PUBLIC AFFAIRS OFF	4	Provost Marshal	38	US Army Audit Agency	79
INFO TECH (ITBC)	5	147 <sup>th</sup> MEDLOG/ 41 <sup>st</sup> CSH/94 <sup>th</sup> MED	39	AFNEWS/HOMETOWN NEWS	80
Commissary	6	American Red Cross	40	PHARMACOECONOMICS Center	81
Public Works	7	AAFES/Post Exchange	42	CPMS OCI DOD EEO Complaints	82
Physical Evaluations Board	10	Trainee/Student Personnel	43	US Customs Service	83
USAMISA W/H PROP MGT BR	11	Post Reenlistment Office	44	TIMPO BLDG 1001	84
Post Blank Forms Stockroom	12	TMDE	47	Defense MIL PAY Off (DMPO)	85
90 <sup>th</sup> RSG & Reserve Units	13	FSH Independent School District	48	Defense Security Service	86
Consolidated Mail Center	14	PASBA	53	Greenway PK and Energy Plaza	87
MEDCOM Contracting Center	15	Dial Control Office	54	381 <sup>st</sup> Air Force Det	89
COMSEC Only	16	MCCS-GCI (Clinical Investigations) Bldg 2268	55	DMRTI/JMRTC	91
Defense Automated Printing Service (DAPS)	17	79 <sup>th</sup> ORD CO EOD	56	Student Pubs Bldg	92
Staff Judge Advocate	19	HQ Company USAG	57	Center Brigade Bldg 902	93
Community Activities	20	6 <sup>th</sup> MP Group (CID)	59	AMEDD Media Bldg 911	94
Equal Employment Opportunity	21	797 <sup>th</sup> ORD CO EOD	60	ACS/AER/Family Advocacy	95
Civilian Personnel	22	5 <sup>th</sup> Recruiting Brigade SW	61	Child and Youth Services	96
Defense Accounting (OPLOC)	23	2 <sup>d</sup> BDE 75 <sup>th</sup> DIV	62	General Delivery Bldg 4190	100
Army Career and Alumni Program	24	416 <sup>th</sup> ENGR, BLDG 2250	63	San Antonio MEPS	102
Installation Safety Off	25	MCCS-HSN (Non-Instructional Br)	64	187 <sup>th</sup> Med Bn	103
Inspector General	26	HQ Camp Bullis	66	232d Med Bn	104
Internal Review	27	4 <sup>th</sup> Recon/ MARINES/ NAVY	67	Acad Bn	105
Transition Services	28	Company A USAG	68		
Post Library	29	MEDCOM Acquisitions	69		

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Pickup and Delivery Points	Stop #	Pickup and Delivery Points	Stop #	Pickup and Delivery Points	Stop #
Education Center	30	748 <sup>th</sup> MI BN at Kelly AFB	72		
Thrift Shop	31	JEWC at Kelly AFB	73		
Army Frequency Management Off	32	National Cemetery	74		
Visual Information	33	MCCS-HE (Hlth Ed & Tng)	75		
Bldg 2003	34	A-76 Operations Center	76		

C-4.3.3.5. *The Service Provider shall pickup and sort outgoing Official mail.* This includes separating mail for consolidated mail-outs between 40 different military installations and 10 consolidated post office (APO/FPO) boxes. All other mail will be separated and checked for complete addresses prior to affixing postage using metering machine, and picked up by the U.S. Post Office between 1500-1600 each day. .

C-4.3.3.6. *The Service Provider shall inspect 8 unit mailrooms on FSH on a quarterly basis using FSH Form 214-E, Unit mailroom Inspection Checklist.*

C-4.3.3.7. *The Service Provider shall test unit mail clerks.* The Service Provider shall administer an open book test to unit mail clerks and issue a DD Form 285, Appointment of Military Postal Clerk Unit Mail Clerk, appointing unit mail clerks.

C-4.3.3.8. *The Service Provider shall analyze customer postal expenditures.* This includes reviewing monthly metering machine reports to identify increases or decreases and possible customer adjustments and preparing accountability postage systems reports quarterly.

C-4.3.3.9. *The Service Provider shall provide USPS with additions, deletions, changes, and address verifications to FSH addresses.*

C-4.3.3.10. *The Service Provider shall input customer postage costs into the Billing Summary.* The Service Provider shall post transactions from metering machine registers daily using PS Form 3602, Consolidated Postage Statement, and contact contract Vendor for machine maintenance. The Service Provider shall post monthly metering machine transactions and FedEx transactions to the Billing Summary and forward required information or invoices for the mailing equipment maintenance and mail meter rental to the Government for vendor payment. (See Technical Exhibit 2 for a listing of Government Furnished Contracts available to support this service.)

C-4.3.3.11. *The Service Provider shall operate the AMEDDC&S Distribution Center.* The Service Provider shall receive and distribute administrative emails to 52 customers; add and delete address groups; and sort incoming mail into 40 different bins for customer pickup. The Service Provider shall process printing requests. This includes processing Defense Automated Printing Service Form 5604, making cost comparison between Defense Automated Printing Service and commercial vendors, coordinating with the Budget Office to Military Interdepartmental Purchase Request (MIPR) funds, verifying completed print jobs and forwarding information to the Government to pay the Defense Automated Printing Service or commercial vendors, and maintaining a receipts database for all installation accounts (approximately 100). The Service Provider shall provide copyright controls by reviewing print requests for copyrighted material and coordinating with the AMEDDC&S copyright release authority.

C-4.3.3.12. *The Service Provider shall operate the AMEDDC&S Mailroom for receipt and delivery of inbound and outbound student mail (regular and accountable).* The Service Provider shall pick up mail twice daily Monday-Friday from the Consolidated Mail Center; sort and distribute mail to approximately 550 mailboxes on a daily

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basis; and record incoming and outgoing accountable mail on PS Form 3883, Firm Delivery Book, and turn-in to Consolidated Mail Center. The Service Provider shall change combinations to mailboxes when students depart.

- C-4.3.3.13. *The Service Provider shall operate the MEDCOM Distribution Center.* The Service Provider shall sort incoming mail into approximately 27 different bins for customer pickup, process accountable mail, and process customer packages for FedEx.
- C-4.3.3.14. *The Service Provider shall perform FSH System Administrator duties for the Personnel Locator System (PRSLOC).* This includes receiving access request from system security officer, assigning permission for that particular ID, processing trouble tickets to resolve problems, and providing training upon request.
- C-4.3.3.15. *The Service Provider shall maintain Office Symbols.* This includes reviewing Installation office symbols with all activities annually, assigning new or rescinding old office symbols, and publishing the Administrative Directive (AMEDDC&S and FSH Reg 25-2) listing updated office symbols.
- C-4.3.3.16. *The Service Provider shall maintain the Installation Distribution Scheme.* This includes annually reviewing Installation Distribution Scheme with all activities, assigning new or rescinding pickup and delivery points with Stop numbers, and publishing the Administrative Directive listing update Distribution Scheme.

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### **C-4.4. Technical Exhibits.**

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

(Administrative Services)

TECHNICAL EXHIBITS

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### **C-4.4.1. Technical Exhibit 1—Service Performance Summary (SPS).**

**C-4.4.1. SERVICE PERFORMANCE SUMMARY (SPS).** The SPS charts, at the end of this technical exhibit:

**C-4.4.1.1.** Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

**C-4.4.1.2.** Lists the service to be performed.

**C-4.4.1.3.** Lists the standard of performance for each specific service.

**C-4.4.1.4.** Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

**C-4.4.1.5.** Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

**C-4.4.2. GOVERNMENT QUALITY ASSURANCE.** Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

**C-4.4.2.1.** Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

**C-4.4.2.2.** One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

**C-4.4.2.3.** Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

**C-4.4.2.4.** Customer complaints.

**C-4.4.3. PERFORMANCE EVALUATION.** Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-4.3.1.1	The Service Provider shall manage the Modern Army Recordkeeping System (MARKS) and Duplicate Records Programs.	All annual file lists received in September (fiscal) and December (calendar) and reviewed and approved in October and January for each year.	1% Lot = Number of Annual Files Lists received in September or December	Random Sample
C-4.3.1.2	The Service Provider shall provide support in preparing responses to Freedom of Information Act (FOIA) program requests.	All FOIA requests processed within 20 working days from date of receipt.	0% Lot = Number of FOIA requests processed monthly	Random Sample
C-4.3.1.3	The Service Provider shall provide support in preparing response to Privacy Act (PA) program requests	All PA requests processed with 30 working days from date of receipt.	0% Lot = Number of PA requests processed monthly	Random Sample
C-4.3.1.4	The Service Provider shall conduct a Records Management Survey on Records Management Programs.	All programs inspected once every three years or upon request of activity and survey reports provided within 5 working days of completing survey, and all corrective actions implemented by activity within 30 days.	1% Lot=Number of Surveys Completed per month	Random Sample
C-4.3.1.5	The Service Provider shall manage the Installation Copier Program.	All cost per copy reports completed within 7 working days of receiving the meter readings from the Vendor.	0% Lot=Number of reports completed quarterly	Random Sample
C-4.3.1.6	The Service Provider shall publish the Installation Bulletin.	Installation Bulletin printed and distributed on Thursday of each week (except Thanksgiving, any Thursday Holiday, and Christmas/New Years weeks).	1% Lot=Number of Installation Bulletins per month	Random Sample
C-4.3.1.8	The Service Provider shall administer the Records Holding Area.	All records for transfer to the RHA picked up within 2 working days of customer request.	1% Lot=Number of Boxes Transferred to RHA per month	Random Sample
C-4.3.1.8	The Service Provider shall administer the Records Holding Area.	All records to be destroyed or retired in October (fiscal) and January (calendar) will be coordinated with Vendor within 5 working days prior to destruction or retirement date.	1% Lot=Number of Boxes of Records Destroyed or Retired Annually	Random Sample
C-4.3.1.13	The Service Provider shall manage the Forms Management Program.	All DD Forms 67 researched for available higher echelon forms and processed within 5 working days.	5% Lot=Number of DD Form 67's completed per month	Random Sample

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURV METHOD
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program	All customer requests for local publications and policy letters/ memorandums received and reviewed; indexes checked to determine if publication is new or revised; publication correctly classified; publications number assigned and logged within 1 working day.	5% Lot = Number of Request for local Publications and Policy Letters/ Memorandums Annually	Random Sample
C-4.3.1.16	The Service Provider shall serve as the authorized releaser of military messages for AMEDDC&S.	All military messages for AMEDDC&S requiring release signed within 1 working day from date of receipt.	1% Lot = Number of AMEDDC&S military messages per month	Random Sample
C-4.3.1.17	The Service Provider shall serve as the AMEDDC&S Copyright Release Authority.	All customer copyright release requests reviewed and edited within 2 working days of receipt of request; customer requests signed within 7 working days by AMEDDC&S Chief of Staff; customer requests mailed to author/publisher with 2 working days of signature; customer notified of approval/disapproval within 35 days of mailing request.	5% Lot = Copyright Release Requests per month	Random Sample
C-4.3.2.3	The Service Provider shall order, receive, assemble, stock and issue DA publications.	All resident student publications must be in stock or on order through St. Louis distribution center.	5% Lot = Number of Resident Student Publications in stock per month	Random Sample
C-4.3.3.1	The Service Provider shall receive incoming accountable mail from USPS and Deliver to FSH customers.	All pieces of accountable mail controlled from receipt to deliver using PS Form 3883 or PS Form 3849.	0% Lot = Pieces of Incoming Accountable Mail Per Month	Random Sample
C-4.3.3.2	The Service Provider shall pickup and process outgoing accountable official mail and deliver to the Post Office.	All outgoing accountable mail processed with correct postage	5% Lot = Pieces of Outgoing Accountable Mail Per Month	Random Sample
C-4.3.3.10	The Service Provider shall input customer postage costs into the Billing Summary.	All monthly transactions for each account posted correctly to the FSH Billing Summary	1% Lot = Number of General Ledger Postings Per Month	Random Sample

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**C-4.4.2. Technical Exhibit 2—Government Furnished Contracts.**

Contract Number	Service Provider	Service Description	Comments
DADA18-96-D0004	Xerox	Copiers	PRD ref C-4.3.1.5.1
DADA10-01-P-0050	Iron Mountain	Storage of Records	PRD ref C-4.3.1.8
DADA10-98-W0119	Pitney Bowes	Maintenance on Mail Equipment	PRD ref C-4.3.3.10
DADA10-99-W0177	Pitney Bowes	Rental of Mail Meter	PRD ref C-4.3.3.10

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### **C-4.4.3. Technical Exhibit 3—Acronyms and Definitions.**

This Technical Exhibit contains only those acronyms and definitions that are unique to Section C-4 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

#### **ACRONYMS**

AMEDDC&S – US Army Medical Department Center and School  
DAPS – Defense Automation Printing Service  
DFAS – Defense Finance and Accounting Service  
FIRM – Federal Information Resources Management Regulations  
FOI – Freedom of Information  
FOIA – Freedom of Information Act  
FOUO – For Official Use Only  
FRC – Federal Records Center  
HTML – Hypertext Markup Language  
IDA – Initial Denial Authority  
MARKS – Modern Army Recordkeeping System  
MEDCOM – United States Army Medical Command  
N/A – Not Available  
NARA – National Archives and Records Administration  
NPRC – National Personnel Records Center  
PA – Privacy Act  
PERSCOM – U.S. Total Army Personnel Command  
PRSLOC – Personnel Locator System  
RHA – Records Holding Area  
USAISC – U.S. Army Information Systems Command  
USAPPC – U.S. Army Printing and Publishing Command  
USPS – United States Postal Service  
WNRC – Washington National Records Center

#### **DEFINITIONS**

##### **Acceptable substitute for original documents**

Term primarily used to describe disposition standards for destruction of original records after they have been converted to microform. Before microfilm can become the record copy and the records or information from which the microfilm

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was produced can be destroyed, the microform image must meet all necessary quality standards. If the records may be used in a court of law, acceptability of the microform in place of the original records must be established.

### **Copy**

A reproduction or duplication of an original document.

### **Disposition**

The actions taken with non-current records. These include transfer to a records holding area, retirement to a Federal records center, authorized donations, destruction, and accessioning into the National Archives.

### **File**

An accumulation of records maintained in a predetermined physical arrangement.

### **Modern Army Recordkeeping System**

A system for identifying, arranging, and retrieving Army records for reference and disposition according to the directive, usually an AR or DA Pamphlet, which prescribes their creation, maintenance, and use.

### **Office**

Any place where records are created, maintained, or used.

### **Records**

All books, maps, photographs, machine-readable materials, or other documentary materials regardless of physical form or characteristics, made or received by an Agency of the United States Government under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the informational value of the data contained in them. Library and museum material made or acquired and preserved solely for reference or exhibition purposes, extra copies of documents preserved only for convenience of reference, and stocks of publications and of processed documents are not included.

### **Records Center**

A facility that is designated and constructed for low-cost and efficient storage of records, and for reference service on semi-current records, pending their ultimate disposition. FRCs serving the Army are operated by GSA.

### **Records Holding Area**

A facility established to collect and maintain records until they are eligible for destruction or retirement to a Federal records center or other records depository.

### **Transfer**

The movement of records from a CFA into an RHA.

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### **C-4.4.4. Technical Exhibit 4—Publications and Forms.**

Publications and Forms that specifically apply to Section C-4 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-4. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

*Table 4-1: Federal Government Documents*

<b>Document</b>	<b>Publication Name</b>	<b>Date</b>
USPS Domestic Mail Manual	USPS Domestic Mail Manual	Monthly Updates Mandatory

*Table 4-2: Department of Defense Documents*

<b>Document</b>	<b>Publication Name</b>	<b>Date</b>
DOD 4525.6M	DOD Postal Manual	01 Feb 87

*Table 4-3: Army Regulations*

<b>Document</b>	<b>Publication Name</b>	<b>Date</b>
AR 25-1	The Army Resources Management Program	25 Mar 97 Mandatory
AR 25-30	The Army Publishing and Printing Program	21 Jun 99 Mandatory
AR 25-400-2	The Modern Army Record Keeping Systems (MARKS)	01 Oct 00 Mandatory
AR 25-50	Preparing and Managing Correspondence	21 Nov 88 Mandatory
AR 25-51	Official Mail and Distribution Management	30 Nov 92 Mandatory
AR 25-55	The Department of the Army Freedom of Information Act Program	12 Apr 97 Mandatory
AR 55-46	Travel Overseas	20 Jun 94 Mandatory
AR 335-15	Management Information Control System	28 Nov 96 Mandatory
AR 380-5	Department of the Army Information Security Program	25 Feb 88 Mandatory

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Document	Publication Name	Date
AR 380-13	Acquisition and Storage of Classified Information Concerning Nonaffiliated Persons and Organizations	30 Sep 74 Mandatory
AR 380-28	DA Special Security System	16 Sep 93 Mandatory
AR 550-51	Authority and Responsibility for Negotiating, Concluding, Forwarding, and Depositing of International Agreements	15 Apr 98 Mandatory
AR 600-8-105	Military Orders	28 Oct 94 Mandatory
AR 600-8-3	Unit Postal Operations	28 Dec 89 Mandatory

*Table 4-4: Department of the Army Pamphlets (DA Pam)*

Document	Publication Name	Date
DAP 25-30	Consolidated Index of Army Publications and Blank Forms (Electronic Media Only)	01 Oct 99 Mandatory
DAP 25-31	Forms Management, Analysis, and Design (Electronic Media Only)	31 Jul 95 Mandatory
DAP 25-33	Users' Guide for Army Publications and Forms	15 Sep 96 Mandatory
DAP 25-51	The Army Privacy Program – System Notices and Exemption Rules	30 Nov 92 Mandatory
DAP 25-69	List of Approved Recurring Management Information Requirements	01 Jun 92 Mandatory

*Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements*

Document	Publication Name	Date
AMEDDC&S Pam 25-7	Publications & Blank Forms	03 Jan 96 Mandatory
AMEDDC&S Pam 25-9	List of Approved Recurring Information Management Requirements	10 Jun 94 Mandatory
AMEDDC&S Pam 25-30	Index of Administrative Publications	175 Jul 96 Mandatory
AMEDDC&S Pam 25-31	Index of AMEDDC&S Blank Forms	30 Sep 96 Mandatory
AMEDDC&S Pam 25-32	Distribution Services	19 Mar 93 Mandatory

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Document	Publication Name	Date
AMEDDC&S Supplement 1 to AR 25-400-2	MARKS	01 Sep 94 Mandatory
AMEDDC&S and FSH Supplement 1 to AR 25-1	Office Symbols	01 Jan 00 Mandatory
AMEDDC&S Memo 25-50	Correspondence/Administrative Publications Guide	25 Oct 95 Mandatory
FSHR 5-1	Management Installation Report	05 Mar 98 Mandatory
FSHR 10-1	USA Garrison, FSH and C1	30 Sep 93 Mandatory
FSH Pam 25-31	Index of FSH Blank Forms	25 Sep 97 Mandatory
FSH Memo 1-2	Administrative Policies and Procedures	17 Feb 92 Mandatory
AHS Memo 25-5	Copier Equipment	21 Jun 91 Mandatory
AHS Memo 25-6	Files Equipment	01 Feb 90 Mandatory
AHS Memo 25-51	Records Management Procedures	07 Jun 91 Mandatory

*Table 4-6: Commercial and Other Standards*

Document	Publication Name	Date
None Applicable		

*Table 4-7: Forms*

Document	Publication Name	Date
AMEDDC&S and FSH Form 4287-E-R	Files List	01 Dec 98
DA Form 17	Requisition For Publications and Blank Forms	Oct 79
DA Form 335-R	Application for Approval of Management Information Requirement	Dec 82
DA Form 543-R	Request for Records	Jan 93
DA Form 1613-R	Cross Reference	Jan 93
DA Form 1687	Notice of Delegation of Authority-Receipt For Supplies	Jan 82
DA Form 3964	Classified Document Accountability Record	Jul 79

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Document	Publication Name	Date
DA Form 5695-R	Life Cycle Cost Analysis Basic Input Data Summary	Dec 86
DA Form 7224-R	Quarterly Positive Accountability Postage Administrative System	Aug 92
DD Form 67	Form Processing Action Request	Sep 91
DD Form 285	Appointment of Military Postal Clerk Unit Mail Clerk	Jun 67
DD Form 1131	Cash Collection Voucher	Apr 57
DD Form 1557	Certificate of Clearance/Access	May 83
DD Form 2086	Record of Freedom of Information (FOI) Processing Cost	Jul 97
DD Form 2086-1	Record of Freedom of Information (FOI) Processing Cost for Technical Data	Jul 97
OF 11	Reference Request – Federal Records Center	Jul 87
OF 23	Charge-Out Record	Feb 62
OF 24	Shelf File Charge-Out Record	Jan 75
OF 282	Microfiche Charge-Out Record	Feb 80
SF 127	Request of Official Personnel Folder	Jul 86
SF 135	Request to Transfer, Approval and Receipt	Jul 85
SF 135-A	Request to Transfer, Approval and Receipt (continuation)	Jul 85
SF 180	Request Pertaining to Military Records	Apr 86
SF 703	TOP SECRET Cover Sheet	Aug 85
SF 704	SECRET Cover Sheet	Aug 85
SF 705	CONFIDENTIAL Cover Sheet	Aug 85
DAPS 5604/4B	Printing/Reprographics Request	Oct 99
FSH Form 141-E	Request for Special Services	May 97
FSH Form 214-E	Unit mailroom Inspection Checklist	Mar 96
PS Form 3602	Consolidated Postage Statement	Jan 99
PS Form 3801	Agreement By Hotel, Apartment, or the Like	Jul 98
PS Form 3849	Delivery Notice/Reminder/Receipt	Dec 94
PS Form 3883	Firm Delivery Book	Sep 94
PS Form 3877	Firm Mailing Book For Accountable Mail	Apr 99

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### **C-4.4.5. Technical Exhibit 5—Required Reports.**

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
		None

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### **C-4.4.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.**

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

*Table 6-1: Annual Work Counts*

<b>PRD Number</b>	<b>Work Count Title</b>	<b>Estimated Workload</b>
C-4.3.1.1	MARKS and Duplicate Records Program Updates and Distributed	8
C-4.3.1.1	Training Material Updates	0
C-4.3.1.1	MARKS and Duplicate Records Program Training Classes Conducted	72
C-4.3.1.1	Approved Annual Files Lists	207
C-4.3.1.1	Linear Feet of Records Reviewed for Preparation and Arrangement	186
C-4.3.1.1	Approved SF 135's	40
C-4.3.1.1	MARKS and Duplicate Records Program Inquiries	11,024
C-4.3.1.2	FOIA Training Material Updates	1
C-4.3.1.2	FOIA Training Classes Conducted	72
C-4.3.1.2	Completed FOIA Requests/Maintained In Repository	206
C-4.3.1.2	FOIA Customer Inquiries	720
C-4.3.1.3	PA Training Material Updates	1
C-4.3.1.3	PA Training Classes Conducted	72
C-4.3.1.3	Completed PA Requests/Maintained In Repository	48
C-4.3.1.3	PA Customer Inquiries	48
C-4.3.1.4	Completed Records Management Surveys	3
C-4.3.1.4	Records Management Survey Inquiries	11,024
C-4.3.1.5	Copier Service Actions Processed	92
C-4.3.1.5	Copier Technical Inspections	8
C-4.3.1.5	Completed Cost Per Copy Reports	12
C-4.3.1.5	Installation Copier Program Inventory	12
C-4.3.1.5	Installation Copier Program Inquiries	720
C-4.3.1.6	Bulletin Articles/Flyers Reviewed and Edited	771
C-4.3.1.6	DAPS Form 5604 Prepared	49



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PRD Number	Work Count Title	Estimated Workload
C-4.3.1.6	Published Bulletins Distributed	49
C-4.3.1.7	Installation Staff Directory (ISD) Published	1
C-4.3.1.7	ISD Customer Inquiries/Coordination	62
C-4.3.1.7	Installation Staff Directory Distributed to On-site Customers	2,950
C-4.3.1.7	Installation Staff Directory Mailed to Off-site Customers	465
C-4.3.1.8	Boxes of Records Transferred to Records Holding Area	431
C-4.3.1.8	Boxes of Records Retrieved from Records Holding Area	150
C-4.3.1.8	SF135's Maintained	432
C-4.3.1.8	Boxes of Records Destroyed or Retired	20
C-4.3.1.8	Records Holding Area Inquiries	72
C-4.3.1.9	Completed DA Form 335-R	0
C-4.3.1.9	Publish Annual List of Recurring Information Requirements	0
C-4.3.1.9	Reports Maintained in Repository	85
C-4.3.1.9	Reports Inquiries	0
C-4.3.1.10	Completed Requests for Micrographics Equipment	0
C-4.3.1.10	Micrographics Equipment Inventoried	0
C-4.3.1.11	Completed Files Equipment Requests	12
C-4.3.1.12	Processed Orders and Relocated to Repository	24,405
C-4.3.1.12	Orders Customer Inquiries	1,004
C-4.3.1.13	Completed DD Form 67's	48
C-4.3.1.13	High Echelon Forms Researched	48
C-4.3.1.13	New Forms Designed	33
C-4.3.1.13	Forms Forwarded to System Administrator	16
C-4.3.1.13	Forms Master Copy Maintained	808
C-4.3.1.13	Printing Cost Estimates Provided	24
C-4.3.1.13	DAPS Form 5604 Prepared for Forms	33
C-4.3.1.13	Contracted Print Jobs Monitored	54
C-4.3.1.13	Forms Management Surveys	4
C-4.3.1.13	Index of Installation Blank Forms	1
C-4.3.1.13	Forms Management Program Inquiries	658
C-4.3.1.14	Requests for Local Publications and Policy Letters/ Memorandums	86
C-4.3.1.14	Publications and Policy Letters/ Memorandums Master Copy Maintained	303
C-4.3.1.14	Printing Cost Estimates Provided	4
C-4.3.1.14	DAPS Form 5604 Prepared for Publications/Policy Letters/Memorandums	226

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PRD Number	Work Count Title	Estimated Workload
C-4.3.1.14	Publications and Policy Letters/ Memorandums Management Surveys	37
C-4.3.1.14	Publish Index of Installation Publications and Policy Letters/ Memorandums	0
C-4.3.1.14	Publications Management Program Inquiries	11,024
C-4.3.1.15	Updates to Policy Guidelines	0
C-4.3.1.15	Training Handouts Prepared	1
C-4.3.1.15	Correspondence Classes Conducted	4
C-4.3.1.15	Correspondence Customer Inquiries	658
C-4.3.1.17	Customer Copyright Release Requests	0
C-4.3.1.17	Copyright Customer Inquiries	0
C-4.3.2.1	Electronic Forms and Publications CDs Distributed	200
C-4.3.2.2	Completed Publications Inquiries	370
C-4.3.2.2	Personnel Trained on Publications Accounts	30
C-4.3.2.3	Resident Student Publications in Stock (209 Titles)	93,190
C-4.3.2.3	Individual Student Publications Assembled and Issued for Recurring Courses	83,076
C-4.3.2.3	Publications Issued In Bulk	656
C-4.3.2.3	Returned and Restocked Student Publications	83,408
C-4.3.2.3	Recycled Obsolete and Damaged Publications	668
C-4.3.2.3	Publications Inventory Conducted	0
C-4.3.2.3	Publication Orders Processed	152
C-4.3.2.3	Internal Publications for 5 <sup>th</sup> Army, AMEDDC&S, and FSH	5,189
C-4.3.2.3	DA 12 series updates	4
C-4.3.2.4	Forms Maintained in Stock	277
C-4.3.2.4	Forms Issued on DA Form 17	406,428
C-4.3.2.4	Forms Reorders Processed	240,978
C-4.3.2.4	Forms Inventory Conducted	1
C-4.3.2.4	Obsolete or Rescinded Forms Destroyed/Recycled	2
C-4.3.2.4	Accountable Forms Maintained	33
C-4.3.2.4	DA Form 1687 Maintained for Accountable Forms	226
C-4.3.2.4	Completed Forms Inquiries	3,500
C-4.3.3.1	Pieces of Accountable Mail Delivered to Customers	11,832
C-4.3.3.2	Pieces of Accountable Mail Delivered to Post Office	7,448
C-4.3.3.3	Packages Turned Over to Federal Express	5,113

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PRD Number	Work Count Title	Estimated Workload
C-4.3.3.3	Packages Delivered to FedEx Drop Point	44
C-4.3.3.4	Incoming Personal and Official Mail Handled	1,769,496
C-4.3.3.4	Official Distribution Handled	280,800
C-4.3.3.4	Pieces of Redirected Mail from Unit Mailroom Handled	151,200
C-4.3.3.4	Pieces of Undeliverable Mail Handled	144,100
C-4.3.3.5	Outgoing Pieces of Official Mail Handled	543,556
C-4.3.3.6	Unit Mail Room Inspections	17
C-4.3.3.7	Unit Mail Room Clerk Tested	11
C-4.3.3.8	Analyzed Customer Postal Expenditure Reports	51
C-4.3.3.9	Address Changes or Deletions	144
C-4.3.3.10	Daily Metering Machine Register Transaction Postings	720
C-4.3.3.10	Metering Machine Register Transactions to FSH General Ledger Postings	12
C-4.3.3.10	Prepares DD Form 250 for Mail Equipment Maintenance and Mail Meter Rental	7
C-4.3.3.10	Prepare DA Form 3953 for Mail Equipment Maintenance and Mail Meter Rental	0
C-4.3.3.11	AMEDDC&S Emails Distributed	1,300
C-4.3.3.11	AMEDDC&S Print Jobs Processed	6,750
C-4.3.3.11	Copyright Materials Reviewed	16
C-4.3.3.12	AMEDDC&S Mailroom Pieces of Mail Handled	278,400
C-4.3.3.12	AMEDDC&S Mailroom Pieces of Accountable Mail Recorded	1,788
C-4.3.3.12	AMEDDC&S Mailbox Combination Changes	911
C-4.3.3.13	MEDCOM Distribution Center Pieces of Mail Handled	492,000
C-4.3.3.13	MEDCOM Distribution Center FedEx packages Processed	1,280
C-4.3.3.13	MEDCOM Distribution Center Pieces of Accountable Mail Handled	1,785
C-4.3.3.14	Granted Access Requests for Personnel Locator System	3,240
C-4.3.3.14	PRSLOC Trouble Tickets Processed	27
C-4.3.3.14	Individual PRSLOC Training Sessions	20
C-4.3.3.15	Office Symbol Updates	111
C-4.3.3.16	Installation Distribution Scheme Produced	0

The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-4 of the PRD.

*Table 6-2: Annual Travel*

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PRD Number	Destination & Purpose	# Days per trip	FY 00	Reserved
Records Management Training	Washington, DC	4	1	
Freedom of Information and Privacy Act Training Program	Washington, DC	3	1	

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### **C-4.4.7. Technical Exhibit 7—Performance Summary of Quality Control Standards.**

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-4.3.1.1	The Service Provider shall manage the Modern Army Recordkeeping System (MARKS) and Duplicate Records Programs.	All MARKS and Duplicate Records Program information checked monthly for recent changes and changed information downloaded from internet, sent to DAPS for printing, and distributed to customers.	0%
C-4.3.1.1	The Service Provider shall manage the Modern Army Recordkeeping System (MARKS) and Duplicate Records Programs.	All records for transfer to Records Holding Area reviewed for preparation and arrangement within 4 working days of customer request.	0%
C-4.3.1.1	The Service Provider shall manage the Modern Army Recordkeeping System (MARKS) and Duplicate Records Programs.	All SFs 135 reviewed, approved and signed upon request or in September (fiscal) or December (calendar) for each year.	0%
C-4.3.1.1	The Service Provider shall manage the Modern Army Recordkeeping System (MARKS) and Duplicate Records Programs.	All MARKS and Duplicate Records Program Inquiries researched and responded to within 2 working days of receipt of customer inquiry.	1% Lot = Number of Customer Inquiries per month
C-4.3.1.2	The Service Provider shall provide support in preparing responses to Freedom of Information Act (FOIA) program requests.	All FOIA Inquiries researched and responded to within 2 working days of receipt of customer inquiry.	1% Lot = Number of FOIA Customer Inquiries per month
C-4.3.1.3	The Service Provider shall provide support in preparing response to Privacy Act (PA) program requests	All PA Inquiries researched and responded to within 2 working days of receipt of customer inquiry.	1% Lot = Number of PA Customer Inquiries per month
C-4.3.1.4	The Service Provider shall conduct a Records Management Survey on Records Management Programs.	All programs inspected once every three years or upon request of activity and survey reports provided within 5 working days of completing survey, and all corrective actions implemented by activity within 30 days.	1% Lot = Number of Surveys Completed per month
C-4.3.1.4	The Service Provider shall conduct a Records Management Survey on Records Management Programs.	All Survey inquiries researched and responded to within 1 hour of receipt of customer inquiry.	5% Lot = Number of Survey Inquires per month
C-4.3.1.5	The Service Provider shall manage the Installation Copier Program.	All copier requests approved/disapproved within 2 working days of receipt.	0%
C-4.3.1.5	The Service Provider shall manage the Installation Copier Program.	Installation Copier Program Inventory updated monthly.	0%
C-4.3.1.5	The Service Provider shall manage the Installation Copier Program.	All Installation Copier Program Inquiries researched and responded to within 2 working day of receipt of customer inquiry.	5% Lot = Number of Installation Copier Program Inquiries per month

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-4.3.1.6	The Service Provider shall publish the Installation Bulletin	All articles/flyers received from customers by 1600, Tuesday of each week and articles/flyers edited within 2 working days.	1% Lot = Number of Installation Bulletins per month
C-4.3.1.6	The Service Provider shall publish the Installation Bulletin.	Installation Bulletin formatted in HTML and forwarded to Installation webmaster within 1 working day after publishing.	1% Lot = Number of Installation Bulletins per month
C-4.3.1.7	The Service Provider shall publish the Staff Directory.	Memorandums requesting customer updates to information in the Installation Staff Directory sent by September; customer updates received within 15 working days of the date of the memorandum.	0%
C-4.3.1.7	The Service Provider shall publish the Staff Directory.	Customer information reviewed, coordinated, and compiled within 20 working days of receipt of customer inputs.	0%
C-4.3.1.7	The Service Provider shall publish the Staff Directory.	Draft Installation Staff Directory edited and formatted within 45 days from the date the information is compiled.	0%
C-4.3.1.7	The Service Provider shall publish the Staff Directory.	Draft Installation Staff Directory forwarded to DAPS within 2 working days of completing editing/formatting; test print job reviewed for accuracy and correctness and returned to DAPS within 5 working days.	0%
C-4.3.1.7	The Service Provider shall publish the Staff Directory.	All printed copies received and distributed/mailed with 15 workdays of receipt.	0%
C-4.3.1.8	The Service Provider shall administer the Records Holding Area.	All records retrieved within 2 working days of customer request.	1% Lot = Number of Boxes Retrieved from RHA per month
C-4.3.1.8	The Service Provider shall administer the Records Holding Area.	All SFs 135 retained and retrieved within 1 working day of customer or vendor request.	1% Lot = Number of SF 135 Maintained per month
C-4.3.1.8	The Service Provider shall administer the Records Holding Area.	All RHA Inquiries researched and responded to within 1 working day of receipt of customer inquiry.	5% Lot = Number of RHA Inquiries per month

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-4.3.1.9	The Service Provider shall manage the Management Information Control System (Reports Control) Program.	All DA Forms 335-R reviewed and completed within 10 working days of receipt.	5% Lot = Number of DA Form 335-R completed per month
C-4.3.1.9	The Service Provider shall manage the Management Information Control System (Reports Control) Program.	All Management Information Control System Inquiries researched and responded to within 2 working days of receipt of customer inquiry.	5% Lot = Number of Management Information Control System per month
C-4.3.1.10	The Service Provider shall manage the Army Micrographics Program.	All customer requests for Micrographics Equipment processed within 5 working days from receipt of request.	0%
C-4.3.1.11	The Service Provider shall process requests for Files Equipment.	All customer requests for Files Equipment processed within 5 working days from receipt of request.	0%
C-4.3.1.12	The Service Provider shall process Orders.	All orders reviewed, edited, authenticated, and dispatched within 24 hours.	1% Lot = Number of Orders Processed per month
C-4.3.1.12	The Service Provider shall process Orders.	All records two years old transferred to Records Holding Area in December of each year.	0% Lot = Number of Orders in Repository 2 years old
C-4.3.1.12	The Service Provider shall process Orders.	All Orders Inquiries researched and responded to within 1 hour of receipt of customer inquiry.	5% Lot = Number of Customer Inquiries per month
C-4.3.1.13	The Service Provider shall manage the Forms Management Program.	All new forms designed accurately with no more than 2 minor errors and completed within customer established completion dates	5% Lot = Number of New Forms designed per month
C-4.3.1.13	The Service Provider shall manage the Forms Management Program.	All customer requests for printing cost estimates completed within 1 working day of obtaining information from DAPS	1% Lot = Number of Printing Cost Estimates per month

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-4.3.1.13	The Service Provider shall manage the Forms Management Program.	All DAPS Forms 5604 must be accurately filled out based on customer requirements identified on DD form 67; submitted to DAPS (through distribution channels) within 2 working days of completion; and print jobs received no later than 10 working days after submission to DAPS.	1% Lot = Number of DAPS Forms 5604 prepared per month
C-4.3.1.13	The Service Provider shall manage the Forms Management Program.	All contract print jobs for electronic questionnaires/time sheets are printed to contract specifications identified on work orders; test samples received and reviewed no later than 3 weeks prior to job completion date; and printing completed within 4-6 weeks of initial request.	1% Lot = Number of Contract Print Jobs Per Month
C-4.3.1.13	The Service Provider shall manage the Forms Management Program.	All forms maintained in customer offices surveyed at least once every 3 years.	5% Lot = Number of Forms Management Surveys per month
C-4.3.1.13	The Service Provider shall manage the Forms Management Program.	All indexes of Installation Blank Forms reviewed annually by customers; updated within 6 months of receipt of customer inputs; and published within 1 month of customer updates to show all new, obsolete, and revised forms.	0%
C-4.3.1.13	The Service Provider shall manage the Forms Management Program.	All Forms Management Program Inquiries researched and responded to within 1 working day of receipt of customer inquiry.	5% Lot = Number of Forms Management Program Inquiries per month
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program	All customer requests for local publications and policy letters/ memorandums edited within 5 working days after the publication number is assigned and logged.	5% Lot = Number of Request for local Publications and Policy Letters/ Memorandums
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program	All local publications and policy letters/ memorandums formatted within 10 working days after editing is completed.	5% Lot = Number of Request for local Publications and Policy Letters/ Memorandums

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## SECTION C-4

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program.	All final drafts of local publications and policy letters/ memorandums forwarded to proponent for corrective action and coordination after formatting is completed; upon receipt from proponent, final draft reviewed; approval authority obtained, and final copy forwarded to DAPS within 10 working days.	5% Lot = Number of Request for local Publications and Policy Letters/ Memorandums
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program.	All customer requests for printing cost estimates completed within 1 working day of obtaining information from DAPS	1% Lot = Number of Printing Cost Estimates per month
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program.	All DAPS Forms 5604 must be accurately filled out based on customer requirements; submitted to DAPS (through distribution channels) within 2 working days of completion; and print jobs received no later than 10 working days after submission to DAPS.	1% Lot = Number of DAPS Forms 5604 prepared per month
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program.	All Publication Management Program Survey memorandums forwarded to proponent (for review of all local publications and policy letters/ memorandums) annually and proponent response received within 10 working days from the date of the survey memorandum; proponent changes updated in the next index of Installation Publications and Policy Letter/ Memorandums.	5% Lot = Number of Publications Management Program Surveys per month
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program.	All indexes of Installation Publications and Policy Letters/ Memorandums revised and published every 18 months.	0%
C-4.3.1.14	The Service Provider shall manage the Administrative Publications Management Program.	All Publications Management Program Inquiries researched and responded to within 1 working day of receipt of customer inquiry.	5% Lot = Number of Publications Management Program Inquiries per month
C-4.3.1.15	The Service Provider shall manage the Correspondence Management Program.	All administrative correspondence management directives updated every 18 months or as higher echelon guidance changes.	0%

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## SECTION C-4

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-4.3.2.2	The Service Provider shall provide support to customers with U.S Army Publishing Agency (St. Louis Distribution Center) publications accounts.	All customer publication inquiries researched and responded to within 2 working days of receipt of inquiry.	5% Lot = Number of Completed Publication Inquiries per month
C-4.3.2.3	The Service Provider shall order, receive, assemble, stock and issue DA publications.	All individual student publications assembled 7 working days before class start date and issued to class by appointment only.	2% Lot = Number of Student Publications Issued and Assembled for recurring classes per month
C-4.3.2.3	The Service Provider shall order, receive, assemble, stock and issue DA publications.	All returned student publications accounted for and restocked within 1 working day.	5% Lot = Number of Student Publications Returned
C-4.3.2.3	The Service Provider shall order, receive, assemble, stock and issue DA publications.	All publication orders for Center and School staff researched, verified, and orders placed on same day of receipt of request.	1% Lot = Number of Publication Reorders per month
C-4.3.2.3	The Service Provider shall order, receive, assemble, stock and issue DA publications.	All DA 12 series updates must be accomplished at least once per calendar year to keep St. Louis Distribution account open.	0% Lot = Number of DA 12 series updates per year
C-4.3.2.4	The Service Provider shall receive, issue, and maintain forms.	All forms in stock must have a 120 day supply (in-place or on order)	2% Lot = Number of Forms in Stock per month
C-4.3.2.4	The Service Provider shall receive, issue, and maintain forms.	All forms in stock issued within 3 working days of receipt of DA Form 17.	2% Lot = Number of Forms Issued per month
C-4.3.2.4	The Service Provider shall receive, issue, and maintain forms.	All form reorder due-outs issued within 2 working days of receipt of forms shipment and prior to filling normal forms orders.	1% Lot = Number of Forms Reorder per month
C-4.3.2.4	The Service Provider shall receive, issue, and maintain forms.	All customer form inquiries researched and responded to within 2 working days of receipt of inquiry.	5% Lot = Number of Completed Form Inquiries per month
C-4.3.2.4	The Service Provider shall receive, issue, and maintain forms.	All DA Form 1687 maintained for accountable forms reviewed monthly for accuracy and customers notified to update DA Form 1687 within 30 days.	1% Lot = Number of DA Form 1687 updated per month

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-4.3.3.3	The Service Provider shall pickup and process outgoing Federal Express Packages.	All FedEx packages received prior to 1400 each day and processed the same day	2% Lot = Number of Outgoing FedEx Packages Per Month
C-4.3.3.4	The Service Provider shall sort incoming Personal and Official Mail and Pickup and Sort Distribution.	All Personal and Official Mail and Distribution sorted correctly within 1 working day of receipt.	5% Lot = Number of Pieces of Personal, Official Mail, and Distribution Per Month
C-4.3.3.4	The Service Provider shall sort incoming Personal and Official Mail and Pickup and Sort Distribution.	All redirected mail screened and turned over to USPS within 2 working days of receipt.	10% Lot = Number of Pieces of Redirected Mail Per Month
C-4.3.3.4	The Service Provider shall sort incoming Personal and Official Mail and Pickup and Sort Distribution.	All undeliverable mail processed and turned over to USPS within 2 working days of receipt.	5% Lot = Number of Pieces of Undeliverable Mail
C-4.3.3.5	The Service Provider shall pickup and sort outgoing Official mail.	All outgoing official mail received prior to 1400 each day and processed the same day	5% Lot = Number of Pieces of Official Mail
C-4.3.3.9	The Service Provider shall provide United States Postal Service (USPS) with additions, deletions, changes, and address verifications to FSH addresses.	All additions, deletions, changes, and address verifications submitted to USPS by suspense date.	2% Lot = Number of Address additions, changes, deletions, and verifications Per Month
C-4.3.3.11	The Service Provider shall operate the AMEDDC&S Distribution Center.	All customer requests for printing processed with 2 working days and forwarded to DAPS	7% Lot = Number of Print Jobs per Month
C-4.3.3.12	The Service Provider shall operate the AMEDDC&S Mailroom for receipt and delivery of inbound and outbound student mail.	All Personal and Official Mail and Distribution sorted correctly within 1 working day of receipt.	5% Lot = Number of Pieces of Personal, Official Mail, and Distribution Per Month

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<b>PRD PARA</b>	<b>SERVICE PERFORMED</b>	<b>PERFORMANCE STANDARD</b>	<b>MAX ERROR RATE</b>
C-4.3.3.12	The Service Provider shall operate the AMEDDC&S Mailroom for receipt and delivery of inbound and outbound student mail.	All pieces of accountable mail controlled from receipt to deliver using PS Form 3883 or PS Form 3849.	0% Lot = Pieces of Incoming Accountable Mail Per Month
C-4.3.3.13	The Service Provider shall operate the MEDCOM Distribution Center.	All pieces of accountable mail controlled from receipt to deliver using PS Form 3883 or PS Form 3849.	0% Lot = Pieces of Incoming Accountable Mail per month
C-4.3.3.13	The Service Provider shall operate the MEDCOM Distribution Center.	All Personal and Official Mail and Distribution sorted correctly within 1 working day of receipt.	5% Lot = Number of Pieces of Personal, Official Mail, and Distribution Per Month
C-4.3.3.15	The Service Provider shall maintain Office Symbols.	Office Symbols Directive published on an as needed basis	0%

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